



St. Anna's
Residential & Home Care



Home Care Information Guide

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(Updated: December 2020)



ST. ANNA'S RESIDENTIAL CARE FACILITY
HOME CARE PACKAGES

HCP COORDINATOR HOURS
MONDAY – FRIDAY 08:00hrs – 16:00hrs

PLEASE CONTACT THE FACILITY OUTSIDE OF
HOURS FOR EMERGENCIES

Welcome to St. Anna's Aged Care

My name is **Rebecca**, and I am pleased to be your
Home Care Package Coordinator.

My role is to assist you and facilitate appropriate supports that will help you stay at home as long as possible.

**I am available in the office Monday to Thursday
between the hours of 8:00am - 4:00pm.**

If you need assistance outside of these hours please contact St. Anna's and someone will be waiting to help you.

*I can always be contactable in an **emergency**, however if your matter is non-urgent, I will respond to it the next business day.*

At St. Anna's, we offer a wide range of care options to assist in supporting you to stay in your own home and keep doing the things that you love.

Our Home Care Package program is tailored to meet the needs of every individual, ensuring the most appropriate and effective care.

***We are pleased to welcome you into our care
and hope the information provided in this guide assists in
answering your questions or concerns.***

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How Can We Help You?

Service Hours and Types of Service

Services are generally provided from Monday to Friday, from **07:00hrs** to **17:00hrs**.

Weekend and After-Hours support can be organised for specific service users upon discussion with HCP Coordinator.

The types of services we provide include:

PERSONAL CARE

- Helping you shower and dress yourself safely and independently
- Assistance to manage continence needs

DOMESTIC DUTIES

- Keeping your home clean and tidy
- Laundry duties such as washing, ironing, folding, etc.

SOCIAL SUPPORT

- Taking you shopping, or doing your shopping for you
- Taking you out to medical or other appointments as required
- Helping you go out to your community, religious or social engagements
- Emotional and social support – this can be just spending time with you over a cup of tea, or going out together to social functions or doing activities you love
- We also host events at St. Anna's residential facility that you are welcomed to attend

MEAL PREPARATION

- Preparing nutritious meals with you or for you
- Organising a meal delivery service if required

TRANSPORT

- If you require transport and/or assistance for a medical appointment please advise the HCP Coordinator 7 days *PRIOR* to the appointment

NOTE: We do ask that a 7 day minimum notification is given for appointments, please understand that your requested staff member may not be available to accommodate your appointment transport request if not.

GENERAL HOME GARDEN AND MAINTENANCE

- Assistance with home and garden maintenance
- Home modifications

EQUIPMENT

- Assistive technology and equipment directly related to your care

ALLIED HEALTH

- Podiatry
- Physiotherapy
- Occupational Therapy
- Speech Pathology
- Dietetics

NURSING AND WOUND CARE

- Nurse Practitioner, Registered and Enrolled Nurses available
- Option to be brokered out as required
- Medication assistance

Service Hours and Types of Service

If you are a Level 2, or 3 that is waiting for a Level 4 allocation – you are entitled to utilise the Commonwealth Home Support Program to access services such as wound management and specialised nursing in the interim, so it doesn't affect your service hours within your home care package.

For more information on this, please contact the HCP Coordinator.

Public Holidays

Personal care and essential services only are provided on a Public Holiday by prior arrangement. Please note that personal care provided on a Public Holiday is charged at 255% the normal rate to accommodate for penalty rates.

If your regular service falls on a Public Holiday, the HCP Coordinator will be in contact to ask if you would still like to receive the service. If you have a regular Domestic Duties service or Social Support service on this day, it will be moved to another day and time at your convenience.

Social and Community Engagement

Here, at St. Anna's Home Care we have a strong emphasis on social and community engagement. If there is something that you want to do that you've never done, or something you used to do that you'd like to do again – let us know, and let's see what we can do to help you achieve that goal.

It may include something simple like maintaining a garden bed or you may want to go the Zoo or even a day at the beach!

Our Residential Facility, St. Anna's, is located in Brompton and often has special events, functions and activities which you may find of interest. Please check your monthly newsletter for activity dates. If you would like to attend an event, activity, or visit for lunch anytime, please advise your Care-worker or contact the HCP Coordinator, so transportation may be arranged. St. Anna's is committed to ensuring our clients remain expressive of their culture, diversity and identity.

Support and Information

If you have any queries on services or community / council support and information, please do not hesitate to contact the HCP Coordinator. We will be more than happy to source any information required for you.

Home Care Pack

Upon commencement of services, a Home Care pack will be left in your home. This includes but is not limited to:

- This Information Guide
- A Communication Book for correspondence between Care-workers, yourself and others involved in your care, such as family and friends
- A Feedback Form
- The Charter of Aged Care Rights
- ARAS Brochure – Aged Rights Advocacy Service Inc.
- Your Care Plan

Care Planning

Did you know that you have a Care Plan? Your Care Plan specifies the support you will receive and any particular requirements or preferences your Care-workers need to know in order to provide quality of care for you. This Care Plan is reviewed regularly by the HCP Coordinator and yourself, at your 6 monthly or 12 monthly Care Consult.

If you are a **Level 1 or 2**, Care Consults are conducted every **12 months** – unless there has been a significant change in health status.

If you are a **Level 3 or 4**, Care Consults are conducted every **6 months** – and when there has been a significant change in health status.

A copy of your Care Plan will be kept in your home, in your home care pack.

If you feel your needs have changed, please advise your Care-worker or contact the HCP Coordinator.

Home Care Agreements

Home Care Package clients have a Home Care Service Agreement that outlines the conditions of the package of care that is being provided. It also references the Charter of Aged Care Rights – an important document that acknowledges your rights. The Charter is for you, your service provider (us) and others involved in your care, such as your family and friends. It is a good idea to read the Charter all the way through. If you do not understand it, you can ask the HCP Coordinator or seek advice from an independent aged care advocate or ask a family member to explain. A copy of the Charter of Aged Care Rights is located in your home care pack.

You will receive a monthly consumer directed care individualised statement – you can pay your bill by direct debit, centrepay or cheque at the facility. If you would like more information on how to best pay your bill or you have any financial queries, please don't hesitate to ring St. Anna's and ask to speak to our Finance Officer.

Service Arrangements

Upon commencement of services, we would have agreed to a regular service arrangement. Please note that your Care-worker may sometimes have to work to a very tight schedule, which makes it difficult if we have to accommodate short notice changes to appointments.

Unless in an emergency, we appreciate if we were to have as much notice as possible for appointments or social outings (at least 1 week would be great!).

We promise to do our best to ensure you have a regular Care-worker. We do encourage clients to get to know at least 2 of our Care-workers though for ensuring you are comfortable with another person if the need arises.

Please note that if your regular Care-worker is unwell or goes on holidays, we will arrange for another Care-worker to see you.

If you would like to cancel a service, we require **24 hours' notice** – otherwise you will be charged for the service.

If you are not home when the Care-worker arrives for your regular service, we have a strict procedure in place. We will attempt to reach you on an alternate contact number and contact your emergency contacts. If we are unable to locate you, we may be required to contact SA Police to provide a welfare check to make sure that you are okay.

Care Plans and Service Terms

The Care-worker who comes to your home can do any tasks listed in your Care Plan within the time allowed for your service. Care-workers cannot go over time without authorisation from the HCP Coordinator. If you have extra duties that you require assistance with, please contact the HCP Coordinator in advance to request extra time, so that this can be arranged within your Care-workers roster.

Privacy and Confidentiality

The Home Care Coordinator, Care-workers, administration staff and any contractors involved in your care are expected to respect your privacy and maintain confidentiality. We also ask that you respect the privacy and confidentiality of our Care-workers.

Pets

Whilst we are all animal lovers – sometimes the behaviour of our pets can be unpredictable when a new person is coming into our home.

Therefore, we ask that any pets other than an assistive dog is kept in a separate room to the service delivery whilst the Care-worker is in your home.

Cash

We encourage our staff not to handle cash – however in the instance that our staff go shopping for you, we have a strict money handling procedure where they will be required to complete and you will have to sign to say that goods and change have been received.

Infection Control

You are required to tell us if you have any infectious risks such as a **Multi-Resistant Organism** or other reportable infections – **Influenza B**, **Gastroenteritis** or **Scabies**, etc. This is so that our Care-workers can be best protected when coming into your home to look after you. St. Anna's promotes vaccinations against preventable illnesses such as influenza. Please phone us for more information if you would like to access this.

Incidents

You are All incidents (falls, skin tears, bruises, and other injuries) must be reported to the HCP Coordinator for investigation. The HCP Coordinator will talk to you, or your next of kin about the incident in order to strategize on how we can help stop it happening again. In some instances, the HCP Coordinator may speak to your GP about any concerns they have regarding bruises, rashes, or skin tears – in order to get the best care possible for you.

If the HCP Coordinator is concerned about your immediate health status – a Care-worker may be instructed to ring 000, so we encourage that you have **ambulance cover**.

Equipment

We will aim to support you in whichever way possible to assist you in staying at home safely and independently. This may mean purchasing some assistive equipment or technology through your package. Whilst we are more than happy to do this, we have to outline the following:

St. Anna's are **not responsible** for any **repairs, servicing or replacement** of any equipment purchased throughout the Home Care Package **for any damages** sustained to equipment, **accidental or purposeful, outside of that client's package funds.**

Upon discharge from the Home Care Package program, **the client is wholly responsible** for all **maintenance, servicing and repairs** of all equipment purchased throughout that client's home care package out of their own funds.

St. Anna's reserves the right to **refuse** the purchase of any equipment that goes **against the approval or referral** of a Registered Nurse, Physiotherapist, Occupational Therapist or General Practitioner.

If equipment purchases relates to a **mobility scooter**, the **client is solely responsible** to ensure **regular servicing of equipment occurs** by arranging themselves or advising the HCP Coordinator to facilitate service appointment at the due date. **It is the responsibility of the client to pay for all servicing for mobility scooter**, unless otherwise prior agreed to with the HCP Coordinator.

Work Health & Safety

Our Care-workers have strict policies and procedures to follow when it comes to work, health and safety.

In the interests of such, we ask that you please understand:

- Heavy items of furniture will not be moved to vacuum or wash floors.
- Care-workers are not permitted to climb up on furniture or ladders
- Any duties that require a Care-worker to over-reach or strain, will not be permitted

- Light housework can only be completed. Care-workers do not clean windows, gutters, drains or curtains – if you require heavy duty cleaning, this can be arranged through a contract cleaner.
- Please provide suitable equipment such as a vacuum cleaner, mop and bucket, broom, etc. that are in reasonable condition and good working order.
- Care-workers are supplied with St. Anna's cleaning products to use within the home
- Light housework cannot be completed if you are not in the home
- In the interest of the health of our Carers, we ask that if you are a smoker, you refrain from doing so around our Carers when they are visiting you.

The Home Care Package Coordinator is required to conduct a WHS assessment in your home at a minimum of every 12 months.

Complaints and Feedback

Whilst we aim to ensure you are always happy with service provided, we understand there may be an instance where something doesn't go quite to plan and we fully encourage you to provide us with feedback on the support we provide so that we can better meet your needs and provide you with quality care that you deserve.

If you are unhappy with something, please let the HCP Coordinator know. There are lots of ways you can do this:

- Ring the HCP Coordinator on **08 8346 0955** – I am always happy to discuss with you any concerns you have and will make it a priority to rectify any issues you have
- Complete a Feedback Form – There is one located in your Home Care Pack. If you don't have one, please contact the facility on 8346 0955 and we can send one to you via mail or have your Care-worker bring one out to you.
- Tell your Care-worker – Your Care-worker can always complete a Feedback form on your behalf if you wish for them to do so.
- Face to face! If you would like me to come out to discuss your concern in depth, please ring the HCP Coordinator on 08 8346 0955 and I will arrange a time at your convenience to come out and see you.

We must emphasise that all complaints and feedback is treated in strict confidence. It will not affect the quality of care you receive or any other interactions you have with St. Anna's.

While St. Anna's takes feedback and complaints seriously and encourages you to do so, you may choose to utilise an external service, family member or representative to do so. St. Anna's is committed to providing you with appropriate care and any complaints are used to drive continuous improvement, so please let us know if we can do better.

Complaints Procedure

Stage 1

You may raise any issues, concerns or complaints with our HCP Coordinator in person, by phone or in writing. Complaints will be responded to within 48 hours.

Stage 2

If you are not satisfied, you can take your complaint to the CEO / delegate in person, by phone or in writing.

The CEO / delegate will investigate the complaint and respond to them as soon as possible – no more than 10 working days from the date of original complaint.

Stage 3

If you are still not satisfied, you can take your complaint to the Chair of the Board in person, by phone or in writing.

The Board will look into the complaint and will respond as soon as possible – no more than 25 working days from the date of original complaint.

Stage 4

You are welcome to appeal the outcome / decision that has been made or you can complain directly to an external agency. Alternatively you are welcome to voice your concern directly to specific industry bodies that can handle your complaints, provide information or act as an advocate throughout the process.

Aged Care Quality and Safety Commission

1800 951 822

*If you are deaf, or have a hearing or speech impairment;
Call **1800 555 677** (National Relay Service) and ask for*

1800 951 822

If you need an interpreter;

*Call **131 450** (Translation and Interpreting Service) and ask for **1800 951 822***

Aged Rights Advocacy Service (ARAS)

08 8232 5377 or
1800 700 600

Aged Rights Advocacy Service - Elder Abuse

1800 372 310

Disability Advocacy and Complaints Service

08 8297 3500

My Aged Care

1800 200 422

Charter of Aged Care Rights

I would like to take this opportunity to remind clients about the **Charter of Aged Care Rights**. You have a right to be looked after properly, treated well and given high quality care and services. To make sure that you get the best care, all service providers for Home Care have responsibilities and must meet certain standards.

The Charter of Aged Care Rights acknowledges your rights. It is a good idea to read the Charter all the way through. If you do not understand what it means or how it applies to you, you can ask myself or seek advice from an independent aged care advocate or ask a family member or friend to explain.

If you would like this information in your preferred language, please contact our HCP Coordinator

Respite Care

St. Anna's Residential Care Facility offer a minimum of 14 days respite care up to the approved 63 days per financial year, and is available to people who have been assessed by the Aged Care Assessment Team (ACAT) as eligible for residential care respite services. Arrangements for this can be made by contacting our Executive Support Staff during business hours on 08 8346 0955.

HCP Information Guide Acknowledgement

I, (*Client/representative full name*), confirm that I have received and read the St. Anna's Residential Care Facilities', **HCP Information Guide** and have understood the information provided to me regarding the following:

- Service Hours and Types of Service
- Public Holidays
- Social and Community Engagement
- Support and Information
- Home Care Pack
- Care Plans
- Home Care Agreements
- Service Arrangements
- Privacy and Confidentiality
- Pets
- Cash
- Infection Control
- Incidents
- Equipment
- Work, Health and Safety
- Complaints and Feedback
- Charter of Aged Care Rights

I also understand that any or all of the provisions contained in the **HCP Information Guide** may be modified, amended, or eliminated by St. Anna's Residential Care with or without notice.

I accept responsibility to abide by the policies, procedures and practices of the organisation.

I also confirm that I have sought clarification from the Home Care Coordinator or Delegate on any issues outlined in the **HCP Information Guide** which I was not clear about.

Client or Representative Signature:

..... Date:/...../.....

**Once SIGNED, please RETURN to St. Anna's Residential Care Facility
Home Care Coordinator**

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